



<b>Job Title</b>	<b>Director of Support Services</b>	<b>FLSA Status</b>	<b>Exempt</b>
<b>Band</b>	<b>SMG</b>	<b>Probationary Period</b>	<b>At-Will</b>
<b>Zone</b>	<b>2</b>	<b>Job Code</b>	<b>17059</b>

## Class Specification – Director of Support Services

### Summary Statement:

The purpose of this position is to oversee and manage Facilities Management & Fleet Operations as well as Innovation, Sustainability and Office Services. Facilities Management is responsible for maintenance, janitorial, architectural services and project management as well as the city's facility master planning efforts. Facilities provides cost analysis regarding owning or leasing property to house the over 3,000 plus city employees in a fiscally responsible manner. Fleet Management includes purchasing, servicing and maintaining fleet vehicles and heavy equipment. This includes everything from plow trucks to police emergency vehicles and equipment. Innovation includes the further development and implementation of the City's Smart Cities program, called SmartCOS, which has a number of citywide initiatives in the program; oversee and manage the further development and implementation of the City's Sustainability program, which includes oversight of the City's Utilities budget and streetlight operations; oversee and manage the Citywide telecommunications activities (fiber, small-cell, cable franchises, cell phone contract, etc.) in partnership with internal and external stakeholders; and oversee the City's Office Services division. Office Services includes management for all production areas to include printing, badging and mailing services.

<b>Essential Functions</b>	Note: Regular and predictable attendance is an essential function in the performance of this job.
<b>Time %</b> (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
20%	Oversees Facilities Management which is responsible for maintenance, janitorial, security, architectural services and project management as well as the city's facility master planning efforts. Facilities provides cost analysis regarding owning or leasing property to house the over 3,000 plus city employees in a fiscally responsible manner. Creates and maintains a facilities dashboard which is a living document that denotes age, condition, exterior, interior, and mechanicals of each of our city owned buildings to allow for the opportunity to better plan for future needs, extend the useful life of our buildings and provide accurate data and information when making the decision to retain ownership or offer the property for development.
20%	Oversees Fleet Management includes purchasing, servicing and maintaining fleet vehicles and heavy equipment.



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15%	Oversees the City-wide smart cities program (SmartCOS) to meet the core objectives of the Mayor's Office in close partnership with internal departments, regional stakeholders, and industry partners. Oversee city-wide contracts and agreements associated with the SmartCOS program. Develops measurement standards to identify the return on investment to the community of any projects and/or programs undertaken.
15%	Oversees the City-wide sustainability program to meet objectives outlined in the Mayor's Strategic Plan, PlanCOS (Comprehensive Plan), and the regional sustainability plan. Develop and oversee cross-departmental initiatives internal to the City and drive community-wide sustainability efforts. Oversee city-wide contracts and agreements associated with the sustainability program. Develops measurement standards to identify the return on investment to the community of any projects and/or programs undertaken.
15%	Oversees Office Services which includes management for all production areas to include printing, badging and mailing services.
10%	Leads professional and administrative staff including establishing goals and providing timely, complete, and helpful feedback. Creates an environment in which staff is encouraged to foster new ideas, and implement change management practices. Develops a sense of purpose and teamwork among staff. Provides training opportunities and encourage growth and development. Develops and implements methods of improving how work is accomplished by the Division.
5%	Effectively cooperates with, and obtains cooperation from other divisions and departments. Establishes credibility for the work of the Division and creates a positive professional relationships with outside agencies and other regional partners. Prepares and assumes responsibility for administering the Division's budget, with general guidelines established by the department Director.

### **Competencies Required:**

Human Collaboration Skills: Work requires regular interaction involving exchange and receipt of information.



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Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.

Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.

Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.

#### **Technical Skills Required:**

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgement and decision-making abilities are necessary to apply technical skills effectively.

**Relevant Background and Formal Education:** Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree in with major coursework in Innovation, Technology, Sustainability, Business Administration or a related field

Experience: Seven years of full-time increasingly responsible business administration, contracting, or accounting experience including two years of administrative and supervisory responsibility.

#### **Education and Experience Equivalency:**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Certifications and Licenses:** Must possess or be able to acquire the following certifications and/or licenses.



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Certifications required in accordance with standards established by departmental policy.

**Supervision Exercised:** Work requires managing and monitoring work performance of a department including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.

**Supervision Received:** Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

**Fiscal Responsibility:** This job title has responsibility for final approval of budgetary recommendations. Monitors progress toward fiscal objectives and adjusts plans as necessary to reach them.

**Physical Demands:** Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

<b>Environmental Conditions</b>	<b>Frequency</b>
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

**Machines, Tools, Equipment, and Work Aids:** Computer, printer, copier, telephone, and standard office equipment.

**Specialized Computer Equipment and Software:** Microsoft Office, Peoplesoft

*The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.*

Original Date: December 2019